

Who else can you call for help?

Adult Protective Services

To report abuse, neglect and/or exploitation
1-877-767-2385

Arizona Department of Health Services

To report concerns about care and violations of federal and state licensing requirements.

Skilled nursing facilities

Tucson 520-628-6965

Statewide 602-364-2690

Assisted living facilities

Statewide 602-364-2639

Arizona State Board of Nursing

To report concerns about a nurse or a certified nursing assistant
602-331-8111

Elder Care Locator

To find assistance in your locality
1-800-677-1116

Your local Ombudsman Program is:

Area Agency on Aging or Council on Aging

Apache, Coconino and Navajo Counties 928-774-1895

La Paz and Yuma Counties 928-217-7115

Maricopa County 602-264-2255

Mohave County 928-753-6247

Pima County 520-790-7262

Pinal and Gila Counties 520-836-2758
or 1-800-293-9393

Northern Cochise, Graham, Santa Cruz Counties; Benson and Willcox 520-287-3408

Southern Cochise County 520-432-5301

Yavapai County 928-649-3763

Inter-Tribal Council of Arizona 602-258-4822

Navajo Nation 928-871-6835



Arizona
Department of Economic Security
Division of Aging and Adult Services
Office of the
State Long Term Care Ombudsman
1789 W. Jefferson St.
Site 950A
Phoenix, AZ 85007
(602) 542-4446

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Helpful web sites:

Division of Aging and Adult Services
www.azdes.gov/aaa

Administration on Aging
www.aoa.gov

National Citizens Coalition for Nursing Home Reform
www.nccnhr.org

Nursing Home Compare
www.medicare.gov

Elder Care Locator
www.eldercare.gov

Ombudsman services are free of charge and strictly confidential.



Arizona Long Term Care Ombudsman Program

A service provided by the
Division of
Aging and Adult Services
and the
Area Agencies on Aging

Aging -
If it's not your issue...
it will be.



What is a Long Term Care Ombudsman?

A Long Term Care Ombudsman is a specially trained and certified advocate who works to improve the quality of life and the quality of care of residents living in long term care facilities.

Why should you call the Long Term Care Ombudsman Program?

The Ombudsman program offers a safe and confidential way for residents to voice their complaints and concerns.

How does the Long Term Care Ombudsman Program help residents?

Ombudsmen provide routine visits to long term care facilities to talk to residents about their concerns and to monitor conditions in the facilities. Ombudsmen always respect the resident's and the complainant's confidentiality. Ombudsmen focus complaint resolution on the resident's wishes.

What does the Long Term Care Ombudsman do?

Educates
residents, family,
facility staff,
and the community

Empowers
residents and families
to advocate for
themselves.

Assists
residents in
obtaining needed
services.

Investigates
and attempts to
resolve complaints
made by or on behalf
of long term care
residents.

Promotes
resident, family, and
community involvement
in long-term care.

Coordinates
efforts with other
agencies
and service
providers.

Identifies
problem areas in
long-term care
facilities and
advocates
for change.

Resident Rights

Resident rights exist to safeguard and promote dignity, choice and self-determination, and to protect civil, personal, and privacy rights.

Residents and families should be informed of the resident's rights at the time of admission to the long-term care facility.

Resident rights include:

The right to self-determination.

The right to be treated with dignity, respect and consideration.

The right to be free from the use of chemical and/or physical restraints.

The right to be free from abuse, neglect, exploitation, and involuntary seclusion.

The right to participate in planning for care and treatment.

The right to privacy in written and telephone communications, visits, financial and personal affairs, medical care and accommodations.

The right to participate in social and community activities of choice

